

[Sample: *Management – Extensive Experience*]

## **Michael Smith**

555 Wolf Circle  
708-123-4567

University Park, IL 60484  
msmith@email.com

### **SUMMARY OF QUALIFICATIONS**

- Over eight years experience in management, distribution, planning and organization.
- Restructured two alternate delivery companies to obtain quality distribution, requiring hiring and recruiting a competent staff.
- Heavy focus on subscription customer service, advertisers and inter-company clients.

### **EXPERIENCE**

**XYZ Communications Inc.**, Chicago, IL, June 2011 – Present

#### **Consultant/General Manager**

- Create and implement decisions that restore quality and profitability to division.
- Supervise over 20 employees to distribute and package more than 200,000 products.
- Coordinate expansion of business into new territory through sales calls and visits.
- Develop and maintain expense and revenue budgets to minimize company waste.
- Recruit and train all full and part-time employees for daily operations.

**ABC Press**, Chicago, IL, July 2002 – June 2011

#### **Alternate Delivery Manager** (June 2007 – June 2011)

- Managed contracts with alternate Postal Delivery and over 200 delivery agents.
- Assisted clients in maximizing advertising dollars for fiscal year.
- Developed and maintained expense and revenue budgets for fortune 500 company.
- Created and implemented action plans for delivery program's success.
- Recruited and trained 20 employees for national sales region.
- Oversaw distribution of various products to 450,000 households.

#### **Circulation Zone Manager** (February 2006 – June 2007)

- Supervised independent carriers to obtain quality delivery to 32,000 households.
- Promoted sales through group presentations to increase targeted populations.
- Ensured circulation goals had been met with a 10% increase in annual sales.
- Analyzed company data and provided statistics for future circulation growth.

#### **District Operations Counselor** (March 2004 – February 2006)

- Maintained home-delivery and single-copy accounts for over 100 clients.
- Promoted sales and established routes in growth areas to increase sales by 25% annually.
- Recruited, oriented, and motivated carriers for all regions to maximize sales performance.
- Conducted audits for 12 district offices to streamline spending policies.

#### **Substation Supervisor** (July 2002 – March 2004)

- Communicated between the ABC Press and its delivery agents to streamline deliveries.
- Promoted sales for an overall market increase and maintained acceptable service ratios.
- Collected all money due to the company from all delivery agents to keep accounts current.

## **EDUCATION**

**Governors State University**, University Park, IL, June 2011

**Bachelor of Arts in Business Administration, Operations and Supply Chain Management**

## **ADDITIONAL TRAINING**

**Interview and Hire the Best**, American Management Association, Chicago, IL

**Appraising Performance**, American Management Association, Chicago, IL

**Operating in a Non-Union Environment**, Human Resources Society, Cicero, IL

**Advanced Project Management**, Project Management Institute, Hammond, IN

**Managing Change**, Change Management Learning Center, Chicago, IL

## **PROFESSIONAL AFFILIATIONS**

Association of Alternate Postal Systems (AAPS), Member since 2003

Toastmasters International, Member since 2008

United Way, Member since 2010

## **COMPUTER SKILLS**

Microsoft Office, Word, Excel, and PowerPoint

## **LANGUAGES SPOKEN FLUENTLY**

Arabic, Spanish, and English